

Family Service Level and Workload Measurement Informational Sheet

Introduction:

A Family Service Level (FSL) is generated for CPS-Family cases. It is an 'at a glance' indicator of the level of service a family/case will require from a caseworker.

The level is first generated at the point of Initial Assessment, updated upon completion of the Family Assessment, and then updated again upon completion of each subsequent Case Progress Evaluation. The level will be displayed on the desktop along with other basic case information, as well as on the Search windows. There are four Family Service Levels: Low, Moderate, High, and Intensive.

Workload Measurement (WM) provides a means for Supervisors to assess the workload of their workers, to better balance assignments and tasks.

The Workload Measurement score is a numeric value that is associated with each worker according to his or her current workload. The score is calculated through the accumulation of Family Service Level's associated with cases assigned to the worker. A worker will only receive workload points if they hold an open Primary or Secondary Assignment to cases. A worker's WM score is updated every time he or she receives a new assignment or loses a current assignment. The score is displayed on the Workers tab of the worker's Supervisor's desktop. It is also displayed on the Assignment, Reassignment, and Global Reassignment windows.

FAMILY SERVICE LEVEL

The Family Service Level is calculated at three points in the system:

- Initial Assessment
- Family Assessment
- Case Progress Evaluation

Once established, the Family Service Level follows a case until the point of case closure. At this time, the Family Service Level will be removed from the case record. If at any time in the future the case is re-opened, it will not regain its previous Family Service Level. Rather, it will have no Family Service Level until a new Initial Assessment is completed.

The calculation of the FSL is different for Clinical and Actuarial (SDM) Counties. Counties using the Clinical Model complete the IA-PC or IA-Secondary Caregiver windows, opened from the Assessment window. Counties using the Actuarial Model complete the Family Risk Assessment of Future Abuse/Neglect, and Family Strengths and Needs Assessment. The FSL is calculated through the completion of these pieces of work.

Clinical Model:

Initial Assessment – Primary Caregiver

During the Initial Assessment – Primary Caregiver, the user completes a series of questions. Based on the answers to the questions, a score is generated. This score and associated level is

reflected on the Results tab of the Assessment window. There are four possible levels: Minimal to Low, Moderate, Significant, and High. Once the IA – Primary Caregiver rating is determined, the Family Service Level is derived based on the following matrix:

IA – Primary Caregiver Rating		Family Service Level
Minimal to Low	= >	Low
Moderate	= >	Moderate
Significant	= >	High
High	= >	Intensive

If the worker is not satisfied with the system-generated Family Service Level, they have the option to invoke the Discretionary Override functionality.

Initial Assessment – Secondary Caregiver

The Initial Assessment – Secondary Caregiver is completed in situations where the maltreater does not reside in the child’s home. Due to the nature of this situation, all Initial Assessments that are completed with the IA – Secondary documentation method will automatically receive a Family Service Level of ‘Low.’ If the worker is not satisfied with the system-generated Family Service Level, they have the option to invoke the Discretionary Override functionality.

Modified Initial Assessment

The Modified Initial Assessment is a documentation method that is generally used in conjunction with the IA – Primary Caregiver. If both a Modified IA, and IA – Primary Caregiver windows are completed, then the IA – Primary Caregiver score will take precedence and be displayed on the windows. However, if a Modified IA is the only documentation completed, the system will automatically generate a Family Service Level of ‘Low.’ If the worker is not satisfied with the system-generated Family Service Level, they have the option to invoke the Discretionary Override functionality.

Actuarial (SDM) Model:

Calculation at Initial Assessment:

The Family Service Level calculation is based on the rating levels established for the family for both of the following pieces of work, completed from the Assessment window:

- Family Strengths and Needs Assessment
- Family Risk Assessment of Future Abuse/Neglect.

Note: The Family Risk Assessment of Future Abuse/Neglect and Family Strengths and Needs Assessment are completed together to generate a Family Service Level. If one piece of work is completed, but not the other, the system is not able to calculate the score.

When the two pieces of work are completed, the Risk Level and Needs Level are pre-filled to the Results tab of the Assessment window. These two levels are then averaged, and a Family Service Level is calculated based on the following matrix:

Needs Level (Family Strengths & Needs Asses.)	Risk Level (Family Risk Assessment of Future Abuse/Neglect)			
	Low	Medium	High	Very High
Low	Low	Moderate	High	Intensive
Medium	Low	Moderate	High	Intensive
High	Moderate	High	Intensive	Intensive

For example, if after completing the work, there is a Needs Level of medium, and a Risk Level of high, then there will be a Family Service Level of 'High.' If the worker/supervisor is not satisfied with the system-generated Family Service Level, they have the option to apply a Discretionary Override. If the system-generated score is overridden, the override score will display in all of the windows.

Note: If subsequent Initial Assessments are completed for a case, then the Family Service Level generated from the 'new' assessment will override the service level that is displayed currently.

Calculation at Family Assessment:

In completing the Family Assessment (completion required for CPS cases involving out-of-home placements), the worker rates the levels of need/concern for family members against a series of Elements (focus-areas). Each element offers three rating levels. Although these are titled differently by Element, they reflect Low, Medium and High levels of need/concern. While no points are assigned for a Low rating, a Medium rating receives 1 point, and a High rating receives 2 points. Points are not accumulated for multiple entries within a single Element. If, for example, 3 persons are rated within an Element, two as Low and one as High, two points (High) would be added to the overall Family Service Level total.

The accumulated total is translated into the new Family Service Level, based on the following matrix:

Family Assessment Score		Family Service Level
0 – 7	= >	Low
8 – 15	= >	Moderate
16 – 22	= >	High
23 +	= >	Intensive

The new Family Service Level established through completion of the Family Assessment replaces the level from Initial Assessment. If the worker is not satisfied with the system-generated Family Service Level, they have the option to select a new level, via Discretionary Override. If the system-generated score is overridden, the override score will display in all of the windows.

Calculation at Case Progress Evaluation:

The final point in the system where the Family Service Level is re-calculated is the Case Progress Evaluation. In the Case Progress Evaluation, the worker documents progress made by the family/case toward achieving the General Desired Outcomes and related Specific Goals established in the Case Plan. Progress made toward the General Desired Outcomes is used in the calculation of the Family Service Level. Progress is measured through three rating levels: Functioning Supports a Safe and Stable Family; Moderate Problems in Functioning; and Significant Problems in Functioning. While the highest level of achievement (Functioning Supports a Safe and Stable Family) does not accumulate points, Moderate Problems accumulates 1 point, and Significant Problems accumulates 2 points.

The Family Service Level calculation is derived based on the following matrix:

Case Prog. Eval. Score		Family Service Level
0 – 7	= >	Low
8 – 15	= >	Moderate
16 – 22	= >	High
23 +	= >	Intensive

Once completed and approved, a new Family Service Level is generated. If the worker is not satisfied with the system-generated Family Service Level, they have the option to select a new level, via Discretionary Override. If the system-generated score is overridden, the override score will display in all of the windows.

WORKLOAD MEASUREMENT

The Workload Measurement score is based on the Family Service Level assigned to all cases to which a worker has either a primary or secondary assignment. When an assignment is opened or closed, the Workload Measurement score is recalculated accordingly. When a case is closed, the associated Workload Measurement points will automatically be deducted from the assigned worker's caseload. Also, when the Family Service Level is adjusted on a case, the worker's score will readjust to reflect the new level of effort on the case.

A numeric value is associated with each Family Service Level on a case. A level of 'low' is given a score of 1, 'moderate' is 2, 'high' is 3, and 'intensive' is 4. These values are then added to calculate the Workload Measurement score for a worker. There are two different methods to determine the worker's total score. These methods are based on whether the assignment is primary or secondary. No score is given to any assignment types other than primary or secondary.

Primary Assignments

Only one primary assignment can exist for each case. The worker who is designated as having the primary role for a case will be the one who will receive the Family Service Level 'credit'. For example, if worker Joe Smith is given a primary assignment to the Jones case, and the Jones case has a Family Service Level of 'Intensive', then Joe Smith receives the 4 points towards his Workload Measurement score. If Joe Smith has the primary assignment for 5 cases, all with a Family Service Level of 'Intensive', then his total Workload Measurement score will equal 20.

This value of 20 is then displayed against Joe Smith's name on the Worker tab of a Supervisor's desktop, the Create Worker Assignment window, and the Global Reassignment window.

Secondary Assignments

A worker who is given a secondary assignment to a case will receive half credit for a case in their Workload Measurement score. For example, if worker Sue Jackson is given a secondary assignment to the King case, and the King case has a Family Service level of 'Moderate', then Sue Jackson receives 1 point (half of 2) towards her Workload Measurement score. If Sue Jackson has a secondary assignment for 5 cases, all with a Family Service Level of 'Moderate', then the total Workload Measurement score will equal 5. This value of 5 is then displayed against Sue Jackson's name on the Worker tab of a Supervisor's desktop, the Create Worker Assignment window, and the Global Reassignment window.

Any number of workers may have a secondary assignment to the same case at the same time. If both Sue Jackson and Jane Brown had a secondary assignment to the King case then they would each receive 1 point toward their Workload Measurement total.